
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Veterans Employment Representative I** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. VETERAN EMPLOYMENT

(16 Questions)

A Veterans Employment Representative spends a significant amount of time interacting with veteran applicants in a job service office. Therefore, it is necessary for employees in this position to possess knowledge of various aspects of veteran employment in order to effectively serve these applicants. Test question topics include:

- Community services available to provide assistance to veterans;
- Special needs of veteran job applicants;
- Evaluation of applicant qualifications;
- Providing employment assistance to veterans.

II. INTERVIEWING

(14 Questions)

An important part of a Veterans Employment Representative's job is registering and interviewing veteran applicants for job placement. The representative must have knowledge of employment interviewing techniques and strategies in order to elicit pertinent information from the applicant, as well as provide employment information to the applicant. Test question topics include:

- Utilization of appropriate interview techniques;
- Dealing with uncooperative applicants;
- Varying dynamics of interview situations;
- Effectively acquiring or disseminating information.

III. WRITTEN COMMUNICATION

(12 Questions)

A Veterans Employment Representative is responsible for the completion and submission of various periodic reports. Employees in this position must be able to express themselves clearly and concisely in order to complete these reports and to effectively and efficiently communicate with job applicants. Test question topics include:

- Report writing technique;
- Report structure and completion;
- Report content and recording information.

IV. READING COMPREHENSION

(12 Questions)

A Veterans Employment Representative's job duties require reading and interpreting extensive amounts of written material such as laws, regulations, policies and other informational texts. Therefore, it is critical that employees in this position be able to read, comprehend and interpret complex written materials. Test question topics include:

- Evaluation of informational passages;
- Interpretation of written statements.

V. JOB DEVELOPMENT & PLACEMENT

(16 Questions)

A principal component of the Veterans Employment Representative's job is developing and maintaining an ongoing program of employer contact to provide available jobs for veterans. It is critical that veteran applicants continue to be effectively and expeditiously placed into these jobs. Test question topics include:

- Job development activities;
- Job placement techniques;
- Employer and applicant relations.